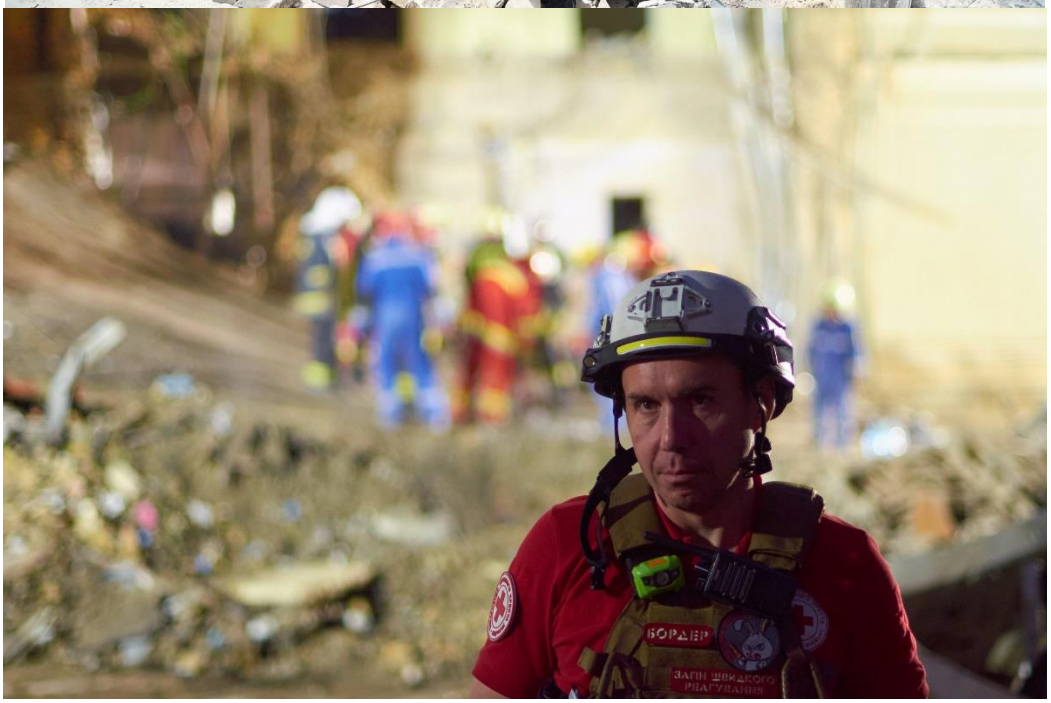
URCS Emergency Response Service
Monthly Report: July 2024



Service Overview

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The Emergency Response (ER) service is Ukrainian Red Cross Society's (URCS) main service for supporting people affected by emergencies and who are in crisis.

Service Description
URCS Emergency Response service have **36** operational teams spread across Ukraine who are ready to deploy at short notice to support people in crisis. These teams also support at mass events and train partners and communities.

Service Goals:
To support people in crisis by providing first aid, psychosocial first aid and practical support to people in need and to emergency response partners. To build resilience to communities and partners by delivering emergency trainings, with special emphasis on first aid.

Service Scope:
URCS Emergency Response service have operational teams in **22** out of **24** oblasts, they do not have operational teams in the occupied territories of Luhansk and Crimea.

Strategic Priorities

1. Service reporting
The ER service has been reviewing how they report on their activities to better inform the wider organisation and demonstrate the value of the service and URCS to partners and the population of Ukraine. This will include a monthly and annual service report.
2. Service structure and recruitment
The ER service has been reviewing its staffing structure and prioritising recruitment for key positions at National Committee level including a Fleet Manager, an Office Manager and a Warehouse Manager.
3. Winterization plans
The ER service has been planning its winter activities and contributing to URCS's winterization strategy based on the review of URCS's Winterization programme in 2023-24 and by using insight and data for the approaching winter and the expected needs of the population.

Operational Overview

In July, the Emergency Response service supported **8,462** people over **1,397** activities. **25%** of those activities was the transportation of people. Food was provided to **3,628** people and first aid to **1,113** people during responses: two core ways the ER Service support the population of Ukraine. **400** volunteers were used by the service, accumulating **36,736** hours. There were **41** responses to missile attacks and **128** responses in support of SESU, thus, continuing to strengthen URCS's position as a key component in Ukraine's Emergency Response system. Emergency response teams always put high importance on training and simulations to ensure they are ready to respond to any incident, at any moment. In July, ER teams spent **1,065** hours training volunteers and **5,780** hours on simulations, which accounted for **16%** of the total amount of volunteer hours.

There were many significant responses for the ER service in July, most notably in Kyiv City from the 8th July when missile strikes damaged Okhmatdyt Children's Hospital and residential properties on Salskoho Street. July also saw the service's annual national Training and Exercising event take place for all ER teams in Ukraine.

Reporting Data

Events and Activities	
Total amount of events and activities	1,397
Selection of Core Events and Activities	**Activity Numbers**
Activities supporting SESU	128
Support after Missile Strikes	41
Aid Stations deployed	25
Mobile Heating Points deployed	5
Transportation	346
Evacuations	102
Trainings for volunteers	23
Trainings for population	40
Exercises and simulations	85
Vehicles Used	**Vehicle Numbers**
Vehicles deployed	76
Events where vehicles used	977

Volunteers	
Total volunteer hours	36,736
Selection of Core Events and Activities	**Hours**
Events and responses	8,746
Training for volunteers	1,065
Training for population	773
Exercises and simulations	5,780
Volunteers Used	**Volunteer numbers**
Total volunteers used	400
Active volunteers used	377

Beneficiaries	
Total amount of people supported	8,462
Selection of core activities and events	**People Supported**
Transportation	551
Evacuation	354
Food distribution	3,628
First Aid provision	1,113
Mobile Heating Points	102
Other types of activities	3,721
Type of support kit distributed	**Number distributed**
Hygiene Kits	116
Food Packages	548

The data in this report is for selected activities and events and beneficiaries can be supported by multiple activities, therefore, numbers reported may not add up to the total. For a full breakdown of the activities of the ER Service please visit URCS ER Service's Microsoft Power BI dashboard.

Response in Focus:
8th July – 9th July, 2024. Kyiv City.

A significant response for the Emergency Response service this month was the support provided following the missile strikes on 8th July. During the morning of 8th July 2024, Russian Air Force conducted a series of missile attacks on Ukraine. Thirty-seven civilians were killed, and more than one hundred seventy civilians sustained injuries. In Kyiv, the damage from hits and falling debris was registered in 7 districts of the city. Overall, twenty-seven civilians were killed and eighty-eight were injured.
In the early hours of 8th July, Emergency Response teams (ERTs) travelled to 6 locations in Kyiv City affected by the missile strikes to do reconnaissance and emergency needs assessments. It was decided that teams would support at Okhmatdyt Children's Hospital and a residential building on Volodymyra Salskoho Street.

Okhmatdyt Children's hospital was severely damaged by the strike. At the time of the missile strike, 627 children were in the hospital. 94 children were transported from Okhmatdyt to other medical institutions in Kyiv. The strike resulted in two adults including a doctor being killed. There were 50 wounded, including eight children.

17 apartments were destroyed at the property on Volodymyra Salskoho Street. 13 people died.

Okhmadyt Children's Hospital
8th – 9th July

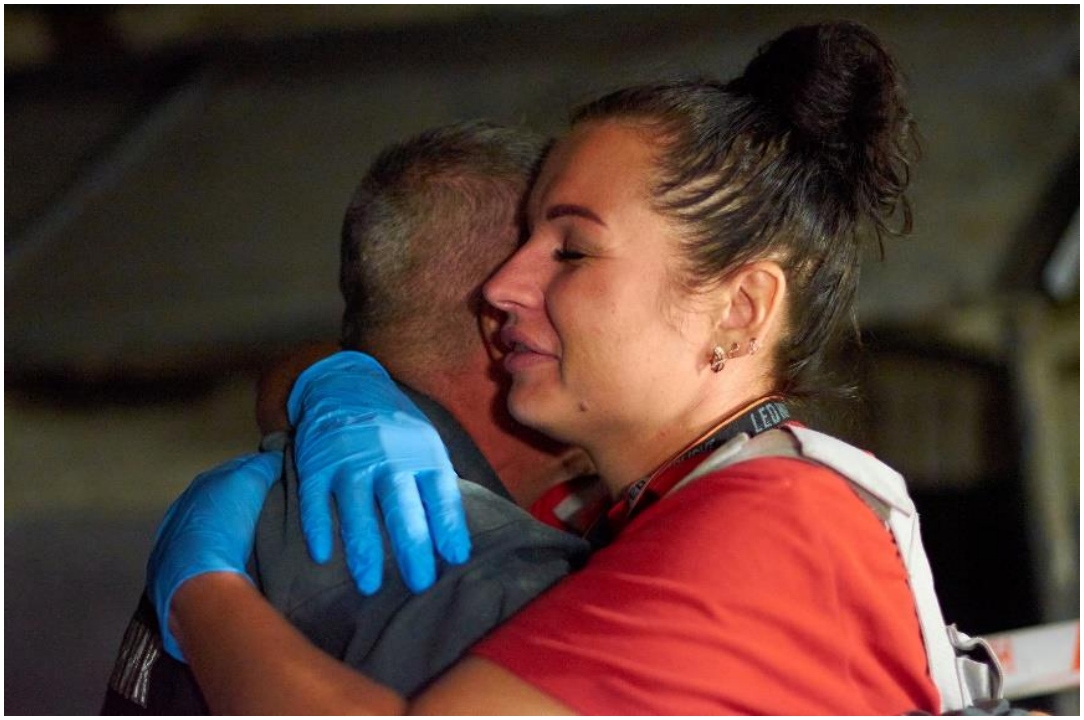
URCS Emergency Response teams supported from the morning of 8th July to the morning of 9th July. On arrival they set up an aid point where people could receive first aid, psychosocial support, food and drinks. ERT members also supported with the removal of debris with other rescuers and provided psychosocial support around the cordon of the incident to members of the public.

Support type	People Supported
Evacuation	5 (children with reduced mobility)
First aid	11
PSS	7
Food and drink	1450
URCS operational resources	**Number**
ERT units	6
ERT members	25

Salskoho Street 8th – 9th July

The Emergency Response teams supported at a residential property on Salskoho Street that was destroyed by a missile attack from the morning of 8th July to the morning of 9th July. The teams were made up of people from across the country, highlighting the importance of having national coordination and a procedure for requesting surge support. The teams were made up of the below:

Area	#	Area	#
Shevchenkivsky district	8	ERT Zhytomyr	3
Darnytskyi district	2	ERT Zakarpattia	4
ERT National Committee	12	ERT Kyiv region	4



Recognising the traumatic work the Emergency Response teams were doing, especially when uncovering bodies from the rubble, the teams received significant psychosocial support after the response. The ERTs supported the distribution of water, tea and food, and received and distributed other items e.g. bags, masks, brushes and glasses.

Support type	People Supported
Evacuation by ambulance	14
Bodies recovered	10 (4 children)
First aid	26
PSS	7
Food and drink	1450

URCS Teams	Numbers
ERT	23
Spontaneous volunteers (managed by URCS)	10

Challenges

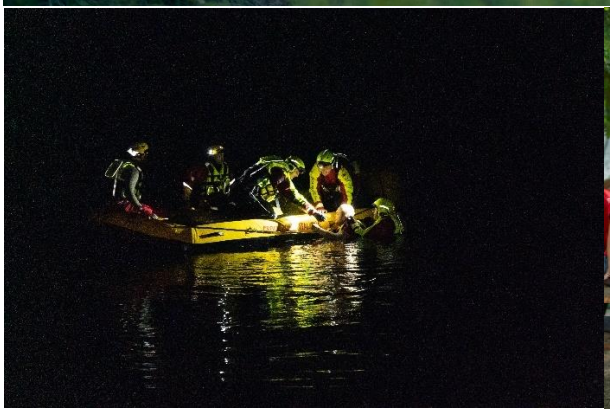
1. Use of spontaneous volunteers
During the responses in Kyiv on 8th July, including at Okhmatdyt Children's Hospital, the ER service was faced with the challenge of how to use, in a constructive way, members of the public who turn up wanting to assist. In July, **13** spontaneous volunteers were used by ER teams. The service is reviewing the current procedure for spontaneous volunteers and what URCS's role can be in coordinating them.

2. Responding to multiple responses
At times in July, ER teams were responding to multiple responses at once. This presented the challenge of mobilising and coordinating lots of teams from different areas. It emphasised the importance of having a clear command and control structure in place from regional to national level, to coordinate large-scale responses and enable teams to support different oblasts.

3. Maintaining 'special missions' and business as usual activities
One of the Emergency Response service's core activities is 'special missions' which, in the main, means the transportation of civilians and non-combatants in the frontline regions. Special missions can also be responding to missile attacks and doing evacuations in the frontline regions. The frequency of these missions means it has become increasingly hard for the ER service to maintain these missions and business-as-usual activities. The volunteers who do these special mission activities tend not to do other ERT activities, which creates capacity issues. The ER service is exploring ways to increase its volunteer pool for special missions from within and outside URCS.

Annual Training & Exercising Event

From the 4th to 8th July 2024, the annual Emergency Response service training and exercising event took place as normal on Korol Island, outside Kyiv. Exercising is a critical practice in Emergency Response for allowing teams to practice responding in a safe, learning environment. **200** members of the Emergency Response service took part in the event from across the country along with Red Cross and Red Crescent movement partners and members of some of the other URCS departments e.g. Mental Health and Psychosocial Support (MHPSS) and Community Engagement and Accountability (CEA). This year had an even more international flavour than usual with the ER service welcoming Italian and Spanish Red Cross domestic Emergency Response teams to Ukraine to take part and for learning exchanges. The event focussed on reporting, search and rescue, night rescue, triaging, boat rescue and psychosocial (PSS) support.



URCS One Plan Performance Indicators Emergency Response

For data on the Emergency Response Service's One Plan Performance Indicators please visit URCS's One Plan Performance Indicator Microsoft Power BI dashboard.